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COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE OF COMMUNITIES AND DEVELOPMENT

FISCAL YEAR 1992
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

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APPLICATION / STATE PLAN
TO THE
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Revised: January, 1992

Mary L. Padula, Secretary
Executive Office of
Communities and Development

William F. Weld, Governor
Commonwealth of
Massachusetts

921/146

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COMMONWEALTH OF MASSACHUSETTS
FY '92 LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

APPLICATION/STATE PLAN

I. INTRODUCTION

In accordance with the "Low Income Home Energy Assistance Act of 1981" and subsequent amendments, the Governor of the Commonwealth of Massachusetts, William F. Weld, hereby submits to the Department of Health of Human Services this Application/State Plan for the Federal Low Income Home Energy Assistance Program for the Fiscal Year 1992. The Governor has designated the Executive Office of Communities and Development, Mary Padula, Secretary, as the single state agency to administer this program. The address of the state administering agency is:

Executive Office of Communities and Development
Attention: Mary L. Padula, Secretary
Saltonstall Building
100 Cambridge Street, Room 1804
Boston, MA 02202
(617) 727-7765

Copies of correspondence should also be sent to:

1. Executive Office of Communities and Development
   Division of Neighborhoods and Economic Opportunity
   Attention: James A. Hays, Deputy Assistant Secretary
   Saltonstall Building
   100 Cambridge Street, Room 1803
   Boston, MA 02202 (617) 727-7004

2. Executive Office of Communities and Development
   Office of Fuel Assistance
   Attention: Steven Carvalho, Deputy Director
   Saltonstall Building
   100 Cambridge Street, Room 1803
   Boston, MA 02202 (617) 727-3246

The Governor of the Commonwealth, William F. Weld, certifies that the Commonwealth of Massachusetts agrees to the provisions and assurances set forth in Sections 2605(a), 2605(b), and 2605(c) of the "Low Income Home Energy Assistance Act of 1981" and subsequent amendments. These assurances, together with a description of how the Commonwealth intends to carry out specific assurances, and all other application provisions and requirements are set forth in the following document.

PROGRAM SUMMARY AND HIGHLIGHTS FOR FY 92

The FY 91 LIHEAP cycle provided a continual series of changes and counterbalances. The loss of all state support for LIHEAP (down from $11 million in FY 90) was counterbalanced by a $10 million contingency allocation from the federal side and $2.5 million in Stripper Well monies. The contingency fund was triggered by extremely high and volatile oil prices. These prices were countered in part by 1) the successful statewide oil leveraging initiatives (Bid and Margin-Over-Rack savings equaled $1.5 million below retail), 2) implementation of several major utility company discounts (several million dollars in savings), and 3) a warmer than average winter. The FY 91 Fuel Assistance program started the year with reduced benefit levels, and ended with benefits 20% higher than the original level. A statewide unemployment rate which rose to 10% by program end contributed to a surge (25% of total) in first time applicants.

It was a hectic and unpredictable year, moving toward yet another period of probable funding reduction, pressures on the delivery system, delayed availability of funds, and development of alternative funding sources.

The following summary contains key aspects of FY 92 LIHEAP in Massachusetts:

- <u>Program Year:</u> will extend from November 1, 1991, to March 31, 1992. This is the same as the FY 91 LIHEAP Season.

- <u>Program Eligibility:</u> With the availability of $2.5 million in Stripper Well monies, the state will continue to offer benefits to one and two person households up to 175% of federal poverty level. These households will be served in conjunction with LIHEAP through a free-standing program consistent with Part II.B.3.F.ii(4) of the Final Settlement Agreement of the Stripper Well Exemption Litigation (M. D. L. No. 378). Eligibility for federal LIHEAP benefits is up to 150% of poverty, as delineated below. Newly legalized aliens will continue to be served with Stripper Well monies, as was the case in FY 91.

- <u>Benefit Levels:</u> Based on a national appropriation of $1.5 billion (approximately $61.8 million for Massachusetts), and with a $3 million planned carry-in for FY 93, the following maximum benefits will be in effect:

ELIGIBILITY CRITERIA:	Non-Subsidized Housing Recipients	Subsidized Housing Recipients
Households at or below 125% of Poverty	$550	$185
Households at or below 150% of Poverty	$330	$110
Households at or below 175% of Poverty	$250*	$85*

* Funded with Stripper Well Allocation.

NOTE: Provision for delayed obligation (until September, 1992) of approximately $17 million of the state's appropriation have not been finalized at this time.

Proposed legislation also allows for release of energy contingency fund monies at the discretion of the President, adding $300 million to the national appropriation.

Benefit levels are subject to change based on final availability of state and federal funds.

- Leveraging Initiatives: The Margin-Over-Rack (MOR) oil pricing method and the Haverhill Area Oil Bid Program will continue as the major oil savings initiatives, with little or no change in program design from the prior year.

  On the utility side, OFA will continue to be active in the settlement and implementation of reduced rate offerings for fuel assistance recipients. Standardization in the enrollment process, billing procedures, etc., will be sought for the subgrantee network. Authorization to share appropriate client information in order to households to receive a discount/benefit will also be expanded to include other types of utilities, specifically water and sewer services.

  Several new utility discount rates are anticipated to take effect in FY 92, and will offer savings to the program and its recipients.

- HEARTWAP: The heating system repair/replacement program will be continued at the level of $3.1 million. This LIHEAP allocation will fund "essential repairs" for fuel assistance eligible households.

- Application Processing/Certification: Subgrantees will be required to follow more stringent procedures pertaining to applicant identification, address, and employment verification as part of efforts to ensure program integrity.

  Single Certification for all the energy assistance programs (fuel, weatherization, and HEARTWAP) will continue as in prior years, with necessary refinements.

- Service Territories/Service Delivery: In anticipation of continuing reductions in the LIHEAP appropriation and other EOCD energy program funding levels, EOCD continues to examine the possible reconfiguration of current service territories. This restructuring would centralize administration of LIHEAP, WAP, and HEARTWAP in every service territory, and would reduce the current number of service territories. EOCD reserves the right to release a request for proposals (RFP) during FY 92 LIHEAP to initiate this process.

  OFA also reserves the right to restrict subgrantee activities from July, 1992 - September, 1992, to those associated with normal program closeout activities. The Grant Agreement for FY 93 LIHEAP may become effective July 1, 1992, in order to allow for transition and program "start-up" activities.

Statutory References

II. Statement of Statutory Assurances

In the course of operating the LIHEAP Program, the Commonwealth of Massachusetts hereby agrees to:

2605(a)(1)
2605(b)(1)
(B)(2)

(1) use the funds available under this title for the purposes described in section 2602 (a) and otherwise in accordance with the requirements of this title, and agrees not to use such funds for any payments other than payments specified in this section;

(2) make payments under this title only with respect to--

(A) households in which 1 or more individuals are receiving---

2605(a)(1)
2605(b)(1)
(B)(2)

(i) Aid to Families with Dependent Children under the State's plan approved under part A of title IV of the Social Security Act (other than such aid in the form of foster care in accordance with section 408 of such act;

(ii) supplemental security income payment under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of--

(i) an amount equal to 150 percent poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income; except that no household may be excluded from eligibility under this subclause for payments under this title for fiscal year 1986 and thereafter if the household has an income which is less than 110 percent of the poverty level for such State for such fiscal year;

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or handicapped individuals, or both, are made aware of the assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

Statutory Reference 2605 (b)(3) (b)(6)

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that--

Statutory References 2605(b)(6)-(b)(8)

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to--

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving

assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) assure that any home energy supplier receiving direct payments agrees not to discriminate, either in the cost of the goods supplied or the services provided, against the eligible household on whose behalf payments are made;

(8) provide assurances that--

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

Statutory References 2605(b)(9) (b)(14)

(9) provide that--

(A) the State may use for planning and administering the funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year and not transferred pursuant to section 2604(f) for use under another block grant; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining costs;

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursal of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that at least every two years the State shall prepare an audit of its expenditures of amount received under this title and amounts transferred to carry out the purpose of this title;

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

Certification to the Assurances

Signature of Chief Executive Officer of the State or Designee

Signature:_____

Title: Governor

Date:_____

Employer Identification Number: 1-0460002284-K4

Statutory References

III. Purpose/Allocation of Funds

2605(a)
2605(b)(1)

The grantee will operate the following components under its LIHEAP Program:

Purpose of Funds

_X_ heating assistance
_X_ crisis assistance*
_X_ weatherization assistance

*Massachusetts integrates crisis assistance into its overall heating assistance component via a "fast-track" response system.

Program Duration

The projected dates for accepting applications and closing the program are as follows:

heating 11/1/91 to 3/31/92 weatherization 10/1/91 to 9/30/92

crisis 11/1/91 to 3/31/92 cooling N/A

2605(c)(1)(c)
2605(c)(1)(F)

The grantee estimates the amount of available LIHEAP funds will be expended as follows:*

Allocation of Funds

78.0% heating assistance
N/A% cooling assistance
4.0% crisis assistance (set aside)
4.5% weatherization assistance
0% block grant transfer(s)
4.5% carryover
9% administrative costs

* Based on federal appropriation of $1.5 billion ($62 million for Massachusetts) and $6.7 million in FY 91 carryover funds

2605 (c)(1)(C)

The funds reserved for crisis assistance which have not been expended by March 15 will be reprogrammed to:

Crisis Set aside

_X_ heating assistance
___ cooling assistance
_X_ weatherization assistance*
Other (specify):

* Dependent upon availability of funds and demand for heating assistance.

Statutory References

IV. Eligibility Requirements

The grantee's maximum eligibility limits are:
(Note: Eligibility applies to heating, crisis assistance, and LIHEAP Weatherization Assistance)

2605(b)(2)
2605
(c)(1)(A)

General Eligibility Parameters

_X_ 150% of the FFY 91 OMB poverty guidelines for each of the components under the grantee's LIHEAP Program.

___ 125% of the FFY 91 OMB poverty guidelines for each of the components under the grantee's LIHEAP Program.

___ 110% of the FFY 91 OMB poverty guidelines for each of the components under the grantee's LIHEAP Program.

___ 60% of the State's FFY 91 median income for each of the components under the grantee's LIHEAP Program.

___* Other

* One and two person households between 151 - 175% of the federal poverty level will be served with Stripper Well funds, in conjunction with LIHEAP through a free-standing program approved through the Commonwealth's Stripper Well Settlement Agreement.

Statutory References
2605
(c)(1)(A)

Heating Assistance

The grantee has set the following additional eligibility requirements for each LIHEAP component (check yes or no)

Heating Assistance	Yes	No
Assets Test	___	X
Subsidized housing tenants eligible:		
If heat is included in rent	___	X*
If heat is paid directly	X	___
Restricted eligibility for group living arrangements	X	___
Restricted eligibility for non-subsidized renters	___	X
Higher eligibility maximum for elderly/handicapped	___	X
Other: (Specify below)	___	X

* The exception is the rental household where the rental payment is not limited to a fixed low percentage of income. These households are eligible for assistance.

Statutory References

2605 (c)(1)(A)

Crisis Assistance (Eligibility requirements continued)

	Yes	No
Assets Test	___	X
Subsidized housing tenants eligible: If heat/cooling is in rent	___	X*
If heat/cooling is paid directly	X	___
Household must have received a shut-off notice or have an empty tank	X	___
Household must have exhausted regular benefit	___	X
Household must have received a rent eviction notice	X	___
Higher eligibility maximum for elderly/handicapped	___	X
Heating/cooling must be medically necessary	___	X
Other: (Specify)	___	X

Crisis Assistance

* Limited eligibility as described in heating component.

Statutory References

Crisis Assistance: Additional Information

2605 (c)(1)(A)

2604(c)

The crisis intervention component of Massachusetts LIHEAP has been developed as a "fast-track" system, integrated into the heating assistance program, for prioritizing and expediting service to households experiencing heating emergencies. The purpose of this "fast-track" system is to provide swift response to heating emergencies, while steering applicants into the mainstream heating assistance component with full benefits. Emergency applications are given priority at all intake and processing steps. LAAs are required to provide for emergency service within 18 hours of the household's application or request,

in accordance with the statute and corresponding procedures outlined in the FY '92 Administrative Guidance.

Since the inception of LIHEAP, Massachusetts has attempted to decrease from year to year the number of emergencies experienced by low income households and responded to by LIHEAP. Emphasis on prompt filing of applications, timely certification of eligibility by Local Administering Agencies, prompt vendor payment, and the utilization of state funds have contributed to streamlining the flow of households into LIHEAP and their receipt of timely, uninterrupted service.

The mail recertification process will continue to move applicants into the process in a timely fashion. Reapplication via mail for prior year recipients will help minimize the occurrence of emergency applications early in the heating season.

The criteria for designating an emergency are as follows:

a. no heat for any reason, including heating system failure

b. imminent loss of heat, due to:

- less than 3-day supply of fuel (e.g., reading of 1/8 tank or less on a standard 275 gallon heating oil tank; "3-day or less" supply standard applies to other delivered fuels)

OR

- possession of final notice of utility termination for the primary heat source, or for a secondary source necessary to operate the primary heating system, when termination is scheduled to occur between November 1, 1991 and April 30, 1992

OR

- threatened eviction within 72 hours for renter whose rent includes heat

Statutory References

An emergency would also include the aftermath of fire or other "act of God" that may force relocation or other circumstances which EOCD deems to be "household energy-related emergencies" in accordance with the statute. These circumstances cannot be resolved by other public or private resources of the Local Administering Agency or of the community. Under this provision, and in accordance with guidance and procedures established by EOCD, crisis assistance may be approved in the form of:

- payment toward a security deposit for an income eligible household that is homeless in order to secure housing (in which heat is included in rent) thereby gaining access to ongoing LIHEAP heating assistance benefits;

- payment toward a security deposit required by a municipal utility company prior to connection of service toward which additional LIHEAP benefits may be paid;

- payment toward a pre-heating season rental arrearage for a LIHEAP- eligible renter household whose heat is included in rent, and who is documented to be facing eviction.

Emergency applicants who do not document their eligibility at the time of application may receive one-time provisional emergency service by self-declaring their income and eligibility via a specific emergency self-declaration form.

Per the situation of such emergency applicants, this one-time provisional service may consist of:

a. 100 gallons of oil, or its equivalent up to the applicant's maximum benefit level, whichever is less (incidental cost such as priming can be added)

b. payment of the lesser of $100 or the maximum benefit level for subsidized housing recipients for other delivered fuels such as wood or coal

c. payment of the lesser of $100 or the maximum benefit level for subsidized housing recipients to utility company supplying primary heat (reconnection fee can be added)

d. payment of the lesser of $100 or the maximum benefit level for subsidized housing recipients to utility company supplying secondary source energy which triggers or circulates heat (reconnection fee can be added)

e. payment of the lesser of $100 or the maximum benefit level for subsidized housing recipients toward rent, where heat is included in rent (not to exceed 30% of monthly rent)

(Note: The dollar amount listed above are subject to change dependent upon client's maximum benefit level.)

[Households in emergency situations due to heating system failure must complete their applications and have their eligibility for LIHEAP and heating system services determined before receiving heating system services. Heating system services will not be provided to households who self-declare eligibility.]

Statutory Reference

Uncertified applicants receiving this one-time emergency assistance will be treated as "incomplete" applicants and must complete their application within 30 days of application, or 30 days of most recent incomplete notice (if later than application date). Such applicants who fail to document their eligibility within this 30-day timeframe, or who having completed their application prove to be ineligible by income or other reason, are treated like other ineligible applicants. Recoupment measures are undertaken by Subgrantees against such applicants who fail to pursue a successful appeal of their denial.

Any applicant who has received self-declared emergency assistance in a prior year and been found ineligible, and who has not made restitution, shall not receive subsequent self-declared assistance. If eligibility is fully and properly documented, the applicant may be declared eligible for service in a subsequent year but the benefit level shall be reduced by the amount of reimbursement outstanding.

Agencies are held harmless for proper expenditures made on behalf of self-declared emergency applicants who later become ineligible and where recoupment has not been achieved.

Statutory References 2605 (c)(1)(A)

Weatherization Assistance: (eligibility requirements continued)

	Yes	No
Assets Test	___	X
Subsidized housing tenants eligible:		
If heat is included in rent	X	___
If heat is paid directly	X	___
Restricted eligibility for group living arrangements	X	___
Restricted eligibility for non-subsidized renters	___	X
Household must have received LIHEAP benefits	___	X
Household must fail infiltration standards	___	X
Other: (Specify below)	___	___

Weatherization Assistance

Statutory References

V. Determination of Benefits/Benefit Levels

2605(b)(5) In keeping with the legislative mandate that higher benefit levels be available for households with the highest energy cost in relation to income, a matrix has been developed on the basis of income ranges. The income ranges are as follows:

a. For Fuel Assistance/Crisis:

1) Households at or below 125% of federal poverty level

2) Households above 125% and up to 150% of federal poverty level

3) Households above 150% and up to 175% of poverty level, as outlined on page 2 of this document.

b. For Weatherization Assistance: Households up to 150% of poverty.

Benefit Levels

Ranges also take into account family size as part of eligibility determination. Attachment C to this plan presents the Income Guidelines for FY 92 LIHEAP and maximum benefit levels for each of these ranges. Assistance payments are made against actual client bills from the current heating season.

All households are required to complete an application for assistance and document their income to determine eligibility. In general, households are determined eligible based on the amount of household income as opposed to income from any particular source. Therefore, the Commonwealth does not differentiate in the provision of assistance between households described in clauses 2(A) and 2(B) under Section 2605 (b) of the LIHEAP statute. Income eligibility determinations are made in accordance with EOCD's Administrative Guidance for Program Operators, which outlines certain deductions and exclusions.

As per guidance issued by DHHS, newly legalized aliens as covered by the Immigration and Control Act of 1986 are ineligible for federal LIHEAP for a five (5) year period. Massachusetts LIHEAP will identify these aliens, and will not serve this population with LIHEAP funds. There will be procedures for prorating of benefits to eligible households containing newly legalized aliens, where appropriate.

In keeping with the statutory requirement that payments be made in a timely manner, the Commonwealth will require its Local Administering Agencies to pay vendors within no more than thirty (30) days of receipt of an authorized bill for payment. This timetable applies to vendor payments regardless of their regulated or non-regulated status, and should only be affected by lack of federal or state cash flow to the Commonwealth/EOCD, or by EOCD to the LAA.

To insure maximum and timely benefits to eligible households, EOCD will require that LAAs record a client's date of initial contact/request for assistance on each application. The "contact date" is used to determine the date from which benefit payments against authorized bills may be made for households later determined eligible. Mail recertification for prior year recipients will aid in timely eligibility determination, and earlier payment processing.

Statutory References

Service for all clients in emergency situations is provided within an 18-hour timeframe as specified in the statute.
For the FY 92 program year, EOCD has updated poverty guidelines prior to the beginning of FY 92 LIHEAP. Poverty guidelines will not be updated again until the beginning of the FY 93 program year.

The EOCD prescribed method for determining eligibility based on income and household size, and housing situation provides equitable treatment for all applicant households.

2605(b)(5) **Benefit Levels**

2605 (c)(1)(B) **Heating Component**

The grantee's benefit levels for heating are as follows:

$ 110* minimum (federal program)
$_____ average
$ 550* maximum

* These figures are subject to change depending on final federal appropriation levels, and funding withheld via delayed obligation.

EOCD also reserves the right to increase these benefit levels and/or expand eligibility criteria in the event of the availability of additional funds.

Benefit Levels **Crisis Component**

The grantee's benefit level(s) for crisis are as follows:

Heating

$_____minimum
$_____average
$100* maximum

* Depending on an applicant's reported estimated income and living situation, the maximum payment may vary according to applicant's maximum available benefit. The crisis payment is applied against the overall heating benefit if the household is determined eligible for and continues to participate in LIHEAP.

Statutory References **Weatherization Component**

2605(c)(1) (B) & (D) 2605(K) Under the Heating Energy Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP), heating system services will be provided on an as-needed basis. The services include the cleaning, tuning and evaluation of heating systems, repair and upgrade of existing components, replacement of burners and replacement of unsafe, inoperable or gravity warm air heating systems. Expenditures per home may range from $60 for a system tune-up to $2,250 for a heating system replacement. In addition to the direct heating system work, HEARTWAP provides for abatement of unsafe asbestos disturbed during heating system work, and for client education in the most efficient use of the heating system. LIHEAP households are automatically eligible to receive HEARTWAP services, and are considered priority status for such.

Since the framework for the Massachusetts weatherization program is based on the Department of Energy (DOE) Weatherization Assistance Program regulations, Massachusetts anticipates administering the majority of its conservation activities under its existing approved DOE State Plan and its proposed FY '91 DOE State Plan. Conservation activities are administered by the Office of Energy Conservation within EOCD, which coordinates its activities very closely with the Office of Fuel Assistance. Most of the Local Administering Agencies which operate the energy conservation assistance programs also operate LIHEAP.

Other DOE/WAP sponsored programming is described in Section VII of this application, with many LIHEAP recipients also eligible to receive these benefits.

EOCD reserves the right to fund additional weatherization activity, according to DOE guidelines, with additional monies that may become available.

NOTE: ALL BENEFIT LEVELS ARE SUBJECT TO CHANGE BASED ON FINAL AVAILABILITY OF FEDERAL FUNDS.

Statutory References

VI. Other Compliance Requirements

The descriptions provided in Section VI apply to <u>all program components</u> unless otherwise specified within each particular program component. The descriptions indicate how the Grantee will carryout specific assurances and comply with the statutory references listed in the margin.

A) <u>Outreach</u>

2605(b)(3) The grantee conducts the following outreach activities designed to assure that eligible households are made aware of all LIHEAP assistance available: *

_X_ provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or handicapped).

_X_ place posters/flyers in local and county social service agencies, offices of aging, social security officers, VA, etc.

Outreach _X_ publish articles in local newspapers or media announcements are aired.

_X_ include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

_X_ make mass mailing (including application) to past recipients of LIHEAP.

_X_ inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.

_X_ utilize early application period at the beginning of the program for the elderly and handicapped.

_X_ accept applications for energy crisis at sites that are geographically accessible to all households in the area to be served.

_X_ execute interagency agreements with other low-income program offices to perform outreach to target groups.

*NOTE: All of the activities listed above are carried out to varying degrees by the LAA network. The Administrative Guidance for Program Operators outlines mandated outreach activities.

Statutory References

Subgrantees are also required via contractual agreement to maintain accessible intake sites, home visit capacity, general publicity, bilingual assistance for applicants, and use of existing networks to reach target households. The use of mail recertification reduces the need and demand for home visits to elderly and handicapped households. Subgrantees are instructed to target high-risk groups within their service areas, including non-English speaking minorities.

EOCD will continue working relationships with other agencies such as the Department of Public Welfare, and the Executive Office of Elder Affairs which will assist in program outreach activities. Local agencies are also encouraged to develop such networks.

2605(b)(15) For States only (not applicable to Tribes): Does the State agency that administers the following LIHEAP components also administer the State's welfare program?

Alternate Outreach & Intake

Heating	Crisis Intervention	Cooling
_____ *Yes*	_____ *Yes*	_____ *Yes*
__X__ *No*	__X__ *No*	__X__ *No*

If yes, describe alternate process for outreach and intake:

Not Applicable.

B) Coordination Activity

2605(b)(4)

Coordination

The Division of Neighborhoods and Economic Opportunity (DNEO) houses the Office of Fuel Assistance, The Office of Energy Conservation and other related community programs. DNEO receives funding and administers a variety of programs under the Community Services Block Grant, via a network of Community Action Agencies. These agencies, with a few exceptions, also administer the LIHEAP program under contract with the Office of Fuel Assistance. A high degree of coordination among programs, appropriate referrals, and more complete service packages are largely ensured by the multi-faceted nature of these local agencies. (See Attachment A for Subgrantee listing). Regular meetings among Program Management staff at the DNEO level ensures an exchange of information and a forum for coordination among block grant programs, fuel assistance, and weatherization. DNEO also works through groups such as the Massachusetts Community Action Program Directors Association, the Massachusetts Energy Directors Association, and the Energy Policy Advisory Committee to share information, develop service capacity, and integrate resources.

Within EOCD, the Office of Fuel Assistance (OFA) and the Office of Energy Conservation (OEC) coordinate delivery of the fuel assistance and the weatherization assistance programs. To this end, both offices have collaborated with

the LAAs to develop a single standardized fuel assistance/weatherization assistance application form. This application, when filed for fuel assistance during the heating season, also serves as a single point of entry into all energy assistance programs offered by EOCD. The process of single certification of eligibility for applicant households for all fuel assistance and energy conservation programs will be refined in FY 92.

In situations where all three programs are not operated by a single agency, a Memorandum of Understanding among involved parties will be required, describing specific procedures for coordination.

During Fiscal Year 1992 EOCD will continue the involvement of other governmental agencies in LIHEAP administration. EOCD will seek the assistance of both the Social Security Administration and the State Department of Public Welfare in specific aspects of income verification and related eligibility information. As part of state compliance with the federal Immigration Reform and Control Act, the application will contain a question regarding the immigration status of applicants. EOCD will also continue its work with the Department of Public Utilities regarding rate structures and rate relief for low-income consumers. A variety of strategies will be employed, and more direct involvement with utilities on budget counseling, and alternative payment plans will be pursued. EOCD will continue to advocate for the implementation of subsidized rates for fuel assistance clients, now offered by eleven major utilities in the Commonwealth.

C) Local Administrative Agencies

2605(b)(6)

The Commonwealth currently subcontracts for local administration of Fuel Assistance with twenty-two (22) agencies, twenty (20) of which are Community Action Agencies that are in operation under the Economic Opportunity Act of 1964. Since June, 1981, EOCD has conducted a yearly assessment of its program operators which includes a review of administration, fiscal management, and field operations. EOCD reserves the right to select a Subgrantee in any service area via a Request For Proposal process or by designation of the Secretary of EOCD.

Administrative Agencies

In anticipation of continuing reductions in the LIHEAP appropriation and other EOCD energy program funding levels, EOCD continues to examine the possible reconfiguration of current service territories. This restructuring would centralize administration of LIHEAP, WAP, and HEARTWAP in every service territory, and would reduce the current number of service territories. EOCD reserves the right to release a Request for Proposals (RFP) during FY 92 LIHEAP to initiative this process.

OFA also reserves the right to restrict subgrantee activities from July, 1992 - September, 1992, to those associated with normal program closeout activities. The Grant Agreement for FY 93 LIHEAP may become effective July 1, 1992, in order to allow for transition and program "start-up" activities.

A list of designated program operators for the Fuel Assistance and Energy Conservation Programs is included as Attachment A to this Application/State Plan. A statewide distribution formula will be prepared which allocates program funds to service areas based on U.S. Census data from 1980 relating to poverty, and on prior year expenditures for the area covered by the Subgrantee. A unit cost formula for allocation of administrative funds to the Local Administering Agency for each of the twenty-three (23) LIHEAP service areas will be utilized for FY 92 LIHEAP.

Statutory References

D) Payments Process and Methods

2605 (c)(1)(F)

Will the grantee make cash payments directly to eligible households for heating, crisis, or weatherization?

X yes *
__ no

* To ensure effectiveness of payments, Massachusetts LIHEAP is primarily a vendor payment program. However, the Commonwealth recognizes that, in some instances, vendor payment for heating assistance may not be feasible or possible.

Payments

Payments directly to clients are allowed only in the following instances, unless a written waiver is granted by EOCD/OFA:

a) when an eligible tenant's heat is included in rent

OR

b) when a client's vendor refuses to sign the Vendor Agreement to participate in LIHEAP and the client cannot obtain an alternative supplier;

OR

c) when a Subgrantee does not have a vendor agreement with the vendor under circumstances approved by EOCD/OFA

OR

d) when a client who shares a primary heating system is unable to obtain delivery (If it is necessary to estimate the cost of the first delivery of the program to such a household, a reasonable estimated payment can be made to the client. Client must provide a paid delivery ticket or invoice as proof of payment of the prior delivery before each subsequent payment may be made. Should a vendor still refuse to deliver, a two-party check to client and vendor may be used as a last resort).

OR

e) when a client shares a heating system with his/her landlord and the client pays the landlord for half of each oil delivery. The landlord's oil vendor is not a participating vendor.

OR

f) a client shares an oil tank with another person who does not receive LIHEAP benefits.

Statutory References

2605(b)(7) Will the grantee pay home energy suppliers directly?

Energy suppliers

_X_ yes
___ no
___ other (specify)

Describe how the grantee will assure that the energy supplier performs what is required in this assurance.

A vendor agreement, required by EOCD, and implemented via the Subgrantee, contains assurances as to fair billing practices, delivery procedures, and pricing procedures for business transactions involving LIHEAP recipients.

2605 (b)(7)(A) If the grantee makes payments directly to home energy suppliers, how does the grantee notify the client of the amount of assistance paid?

The EOCD Subgrantee Grant Agreement requires that all clients be notified of payment on their behalf within specific time frames. Written notification, preferably in the form of a statement containing billing, payment balances etc. must be sent to recipients at least once a year upon exhaustion of benefits, or according to an established schedule as stipulated in the Administrative Guidance.

2605 (c)(1)(F) What are the grantee's payment methods? (Please note exceptions listed above)

Payment Methods

Heating:

___vouchers/coupons
___two-party checks
_X_vendor payments
___check payable to the eligible household
___check to landlord
___other (specify)

Crisis:

___vouchers/coupons
___two-party checks
_X_vendor payments
___check payable to the eligible household
___check to landlord
___other (specify)

Statutory References

Weatherization:

___vouchers/coupons
___two-party checks
_X_vendor payments
___check payable to the eligible household
___check to landlord
___other (specify)

2605 (c)(1)(F)

Under the grantee's plan, may a single eligible household receive: (Please check all that apply)

___ one payment for the program year for heating and cooling

_X_ a heating payment

___ a cooling payment

_X_ a heating crisis payment

___ a cooling crisis payment

_X_ a weatherization payment

___ other (specify)

E) Equitable Treatment

1. General

2605 (b)(8)(A)

By virtue of its having selected the more general clause of 150% of poverty level as the primary eligibility criterion, the Commonwealth assures that all households whose incomes are below 150% of Federal poverty level will be afforded access to the program. With no categorical eligibility option in Massachusetts, all applicant households will be determined eligible according to income guidelines and procedures established in the FY 92 Administrative Guidance for Program Operators. This applies to all program components. Benefit determinations are made subject to factors including household income, household size, energy vulnerability and availability of funds. (See Attachment C for Benefit Matrix).

Statutory References

2. Owners and Renters

In assessing equitable treatment for both renters and owners under LIHEAP, it should be noted that Massachusetts LIHEAP has a strong commitment to serving renters. Rental households continue to make up a significant majority of served households.

2605 (b)(8)(A)

a) **Heating benefit levels** paid to renters are affected by a number of factors, including the following:

2605 (b)(8)(B)

- Type of rental (subsidized vs. non-subsidized)
- Inclusion of heating in rental payment
- Availability of heating/utility allowance
- Responsibility for payment for heat and/or energy utilities

2605 (c)(1)(A)

The specifics for these factors and the individual rental situations are outlined at length below.

Equitable Treatment

i. RENTERS IN PRIVATE NON-SUBSIDIZED HOUSING WHO PAY DIRECTLY FOR THEIR OWN COSTS OF BOTH HEAT AND UTILITIES

Renters in private non-subsidized housing who receive energy bills directly and therefore pay for their own heat and utilities are considered to be in the same situation as homeowners paying their energy costs directly. Income eligible households in this situation will have payments made directly to the primary heating vendor agreement or (in emergency cases) to the client when a vendor cannot be obtained.

ii. RENTERS IN PRIVATE NON-SUBSIDIZED HOUSING OR RENTERS IN PRIVATE SUBSIDIZED HOUSING IN WHICH THE RENT IS NOT LIMITED TO A FIXED LOW PERCENTAGE OF INCOME, WHOSE HEAT AND UTILITIES ARE BOTH PAID THROUGH RENT, OR WHOSE RENT INCLUDES HEAT BUT NOT UTILITIES

Renters in this category are eligible to receive, on a monthly basis, 30% of their monthly/weekly rent. At the time of application, applicants must fully document that their rent includes heat and utilities, or heat only, by means of lease agreements, landlord written verification or other appropriate form. Payments will be made on a specified periodic basis rather than in a lump sum. Eligible tenants receive direct payments, on a specified periodic basis for 30% of the monthly/weekly rent.

Statutory References

The client must provide a receipt of paid rent from the previous month, a signed agency form, or other confirmation that his/her rental situation has not changed, before a subsequent payment will be made. Renters in this situation are not eligible for secondary source utility payments.

Statutory References

iii. RENTERS IN PUBLIC HOUSING OR PRIVATE SUBSIDIZED HOUSING WHO PAY DIRECTLY FOR BOTH HEAT AND UTILITIES AND WHO DO NOT RECEIVE A HEAT/UTILITY ALLOWANCE

Equitable Treatment

Households in this situation who receive heating/utility bills directly are eligible for standard benefits according to income and household size.

iv. RENTERS IN PUBLIC HOUSING OR PRIVATE SUBSIDIZED HOUSING WHO PAY DIRECTLY FOR BOTH HEAT AND UTILITIES AND WHO DO RECEIVE A HEAT/UTILITY ALLOWANCE

Renters who pay for their own heat and utilities and who receive a heat/utility allowance from their subsidy source, experience a substantially reduced energy burden in relation to income. Because of this reduced vulnerability, clients in this situation will be eligible for up to one-third (1/3) of the benefit level for their income range.

v. RENTERS IN PUBLIC HOUSING OR RENTERS IN PRIVATE SUBSIDIZED HOUSING WHERE RENT IS LIMITED TO A FIXED LOW PERCENTAGE OF INCOME, WHO DO NOT PAY DIRECTLY FOR THEIR HEAT OR UTILITIES, OR WHO PAY FOR UTILITIES ONLY

Renters whose heating costs are included in rent that is by virtue of the subsidy limited to a fixed low percentage of income do not bear a primary heat burden in relation to income. Renters in this situation, therefore, are not eligible for LIHEAP.

vi. RENTERS WITH HOUSING VOUCHERS IN PRIVATE SUBSIDIZED HOUSING

Housing vouchers are a form of housing assistance in which subsidized renters may pay substantially more than a fixed, low percentage of income for rent. Such renters will be served as follows:

1) A voucher tenant whose apartment rents for an amount greater than the applicable Payment Standard will:

- if rent includes heat, be potentially eligible for the full benefit level by income, with payments made in the amount of 30% of the "overage" or excess rent beyond the Payment Standard on a monthly basis.

- if responsible for directly paying heat and utility bills, be potentially eligible for the full benefit level by income, even though a utility allowance is indicated.

Statutory References

2) A voucher tenant whose apartment rents for an amount at or below the applicable Payment Standard will:

Equitable Treatment

- if responsible for directly paying heat and utility bills, be potentially eligible for up to one-third (1/3) of the benefit level by income.

vii. GROUP HOMES

Residents of institutions or community-based facilities which provide on-going services, care or treatment are not eligible to receive LIHEAP benefits under either of the following circumstances: a federal, state, or local operating grant or subsidy is received by the institution or facility; or, residents do not otherwise personally experience an energy vulnerability which can be reduced by LIHEAP.

b) Any applicant household who meets the crisis criteria for fast track applications as outlined earlier is eligible for **crisis benefits**. The high percentage of rental households served by Massachusetts LIHEAP demonstrates equitable and non-discriminatory treatment for renters within this categories of assistance as well.

c) LIHEAP fuel assistance recipients are automatically eligible for benefits under the **heating system assistance program** (HEARTWAP). Therefore, both renters and homeowners also receive equitable treatment under this program component. Weatherization programs funded by the Department of Energy and operated via EOCD also serve a high percentage of rental households, and help insure that tenants receive program benefits via tenant protection contained in a written tenant/landlord agreement.

F) Grantee Administration

2605(b)(9)

As the Commonwealth has not transferred, and does not anticipate transferring LIHEAP funds to another Block Grant, the Commonwealth expects to use up to 10% of its total federal LIHEAP allotment for administration of LIHEAP.

As grantee for two major block grants (LIHEAP, CSBG), and for DOE's energy conservation funds, the Executive Office of Communities and Development maintains budget oversight and coordination over program and administrative expenditures pertaining to activities funded under these grants.

Statutory References

G) Fiscal Controls

2605(b)(10)

The Commonwealth's Executive Office of Communities and Development has a financial system appropriate for the safeguarding of federal funds and has required all of its Local Administering Agencies to have certified accounting systems. Additionally, the Office of Fuel Assistance and Office of Energy Conservation within EOCD have program operations monitoring staff and fiscal monitors to inspect or review client records, administrative procedures and expenditures, vendor payments, requests for disbursement of funds, and all other local program activities. Site visits to each agency will be made on a regular basis and written reports will be filed on the results or findings of each visit. The visits and reports will state results of compliance reviews, outline operational strengths, identify observed weaknesses, and, as appropriate, note required corrective actions and timeframes for implementation.

Fiscal Monitoring

In the event suspension or termination of any agency is required, the grant agreement with Local Administering Agencies delineates the specific suspension and termination procedures to be followed. In addition, a performance evaluation of LAAs will be conducted at the end of the program year. This evaluation will be based upon compliance criteria and site visit results, program/ financial reports, and other relevant criteria. The performance evaluation format will be attached to each Subgrantee grant agreement.

H) Public Participation

2605(a)(2)

2605(b)(12)

As part of its overall public review process, and in the interest of timely and meaningful participation, the Commonwealth conducted an informal preliminary hearing on July 30, 1991, to discuss proposed changes to FY 92 LIHEAP. The proposed State Plan was released in mid-August to LAAs/Subgrantees, Policy Advisory Committee Members, and other interested parties.

Public Hearings

Public Hearings were held on August 27 and August 28, 1991, in Springfield and in Boston during which both oral and written comments were received and recorded via transcripts. Written comments were accepted through September 13, 1991. The document was be submitted to the State Legislature and was reviewed by the Legislature's Federal Financial Assistance Committee prior to any expenditure of federal funds. All comments made throughout the review process were considered in completing the document. The Policy Advisory Committee will continue to provide input and direction during the program year.

Statutory References

I) Fair Hearings/Appeals Process

2605(b)(13)

The Commonwealth requires that Local Administering Agencies (LAA) notify all applicants/clients of their right to appeal specific LAA decisions in the heating assistance/crisis assistance and energy conservation programs. Notification of these rights must be given:

1. when the applicant/client first applies for assistance (in the printed statement on the application);

Appeal Process

2. when the LAA provides an applicant/client with a notice of either eligibility or ineligibility; and

3. when the agency issues a final decision of denial on an appeal.

The appeals process requires applicants/clients initially to appeal to the LAA, and offers the opportunity to appeal to EOCD if the applicant/client is not satisfied with the decision issued by the LAA. Appeals must be made to the LAA, on a form provided by the LAA, within twenty (20) working days of receipt of any notice of eligibility or ineligibility. Applicants/clients can also request an appeal, on a form provided by the LAA, if they have not been notified of their application status within forty (40) days of the date of application.

The LAA will convene an informal, face-to-face hearing with an applicant/client when an applicant/client requests such a hearing, or when the LAA deems such a hearing to be necessary.

Within twenty (20) working days of receiving an appeal, the LAA must:

1. Schedule a hearing if a hearing has been requested by the applicant/client or has been deemed necessary by the LAA. Notice establishing the date, time and location of the hearing shall be sent to the applicant/client or the applicant/client's representative.

2. In all other cases,

   a. Review and reconsider the applicant/client's application, including the possibility of obtaining additional income or other documentation;

   b. Reach a decision on the case; and

Statutory References

   c. Notify the applicant/client of the final decision in writing, along with notice of the applicant/client's right to and procedures for appeal to EOCD.

Within ten (10) working days of a hearing, the LAA shall

a. Reach a decision on the case; and

b. Notify the applicant/client of the final decision in writing, along with notice of the applicant/client's right to and procedures for appeal to EOCD.

Appeals to EOCD of LAA decisions will be handled by EOCD's Appeals Officer. Applicants/clients must appeal, in writing, to EOCD within 20 working days of the final LAA decision that includes the notice of appeal rights. The Appeals Officer will review all applicant/client files and information pertinent to the appeal, and will notify the applicant/client and the LAA of the decision in writing (within 20 working days of receipt of the appeal). This decision will include notification to the applicant/client of the right to seek and the time for seeking judicial review of EOCD's decision.

The timeframe for filing appeals is:

APPEALS TO THE LOCAL ADMINISTERING AGENCY
NOVEMBER 1, 1991 TO JUNE 14, 1992

APPEALS TO EOCD OF AN LAA DECISION
NOVEMBER 1, 1991 TO JULY 19, 1992

VII. Provision of Other Weatherization and Energy related services

In addition to Weatherization Assistance (HEARTWAP) provided under the State's LIHEAP program, Fuel Assistance recipients are also targeted for provision of weatherization benefits offered through other non-DHHS funding sources. A brief description of these services follows.

Full scale weatherization offered through the Department of Energy (DOE) Weatherization Assistance Program is available to LIHEAP recipients. At an average cost of $1,648 per weatherized home, DOE WAP will provide an energy audit, insulation of attics, walls, and perimeters, general heat waste reduction, and other measures, such as storm windows, according to EOCD-determined priorities and guidance.

The maximum allowable expenditure in a home will be $2,250 in labor and materials, with the possibility of an additional $500 in repairs necessary to insure the utility of the conservation measures. The majority of LIHEAP recipients are also eligible for DOE WAP services.

ATTACHMENT A

EOCD ENERGY ASSISTANCE SUBGRANTEES

KEY TO PROGRAMS

LIHEAP= LOW INCOME HOME ENERGY ASSISTANCE PROGRAM
(FUEL ASSISTANCE PROGRAM)

HEARTWAP= HEATING ENERGY ASSISTANCE RETROFIT TASK
(HEATING SYSTEM PROGRAM)

WAP= WEATHERIZATION ASSISTANCE PROGRAM
(FULL-SCALE WEATHERIZATION PROGRAM)

1. **ACTION, INC.**

   24 Elm Street
   Gloucester, MA 01930
   508-283-7874

   LIHEAP, HEARTWAP, WAP

2. **ACTION FOR BOSTON COMMUNITY DEVELOPMENT, INC.**
   178 Tremont Street
   Boston, MA 02111
   617-357-6000

   LIHEAP, HEARTWAP, WAP

3. **BERKSHIRE COMMUNITY ACTION COUNCIL, INC.**
   74 North Street, Room 614
   Pittsfield, MA 01201
   413-445-4503

   LIHEAP, HEARTWAP, WAP

4. **CITY OF CAMBRIDGE, DEPT. OF HUMAN SERVICES**
   51 Inman Street
   Cambridge, MA 02139
   617-349-6247

   LIHEAP

5. **CITIZENS FOR CITIZENS, INC.**
   264 Griffin Street
   Fall River, MA 02724
   508-679-0041

   LIHEAP, HEARTWAP, WAP

6. **COMMUNITY ACTION, INC.**

   25 Locust Street
   Haverhill, MA 01830
   508-373-1971

   LIHEAP, HEARTWAP

7. **COMMUNITY ACTION PROGRAM INTERCITY**
   583 Broadway
   Chelsea, MA 02150
   617-884-6130

   LIHEAP, HEARTWAP, WAP

8. **COMMUNITY TEAMWORK, INC. INC.**
167 Dutton Street
Lowell, MA 01852
508-459-0551

LIHEAP, HEARTWAP, WAP

9. **FRANKLIN COMMUNITY ACTION CORPORATION**

39 Federal Street
Greenfield, MA 01301
413-774-2318

LIHEAP, HEARTWAP, WAP

10. **GREATER LAWRENCE COMMUNITY ACTION COUNCIL, INC.**
350 Essex Street
Lawrence, MA 01840
508-686-3925

LIHEAP, HEARTWAP, WAP

11. **HAMPSHIRE COMMUNITY ACTION COMMISSION, INC.**

218 State Street
Northampton, MA 01060
413-584-4577

LIHEAP, HEARTWAP, WAP

12. **HOUSING ASSISTANCE CORPORATION**
460 West Main Street
Hyannis, MA 02601

508-771-5400

HEARTWAP, WAP

13. **HOUSING ALLOWANCE PROJECT**
145 State Street
Springfield, MA 02601
413-785-1251

WAP

14. **LYNN ECONOMIC OPPORTUNITY,**

113 Munroe Street
Lynn, MA 01901
617-581-7220

LIHEAP, HEARTWAP, WAP

15. **MENOTOMY**

Town of Arlington,
Planning Department
730 Massachusetts Avenue
Arlington, MA 02174
617-643-6700 x209

WAP, HEARTWAP

16. **MONTACHUSETT OPPORTUNITY COUNCIL, INC.**
66 Day Street
Fitchburg, MA 01420
508-342-7025

HEARTWAP, WAP

17. **NEW ENGLAND FARM WORKERS COUNCIL, INC.**
a) City of Springfield only:
1628-1640 Main Street
Springfield, MA 01103
413-781-2145

b) North Central Massachusetts:
Two Heywood Place
31 Lake Street
Gardner, MA 01440

(508) 630-1606 - Gardner
1-800-248-5016 - Outside Gardner
LIHEAP

18. **NORTH SHORE COMMUNITY ACTION PROGRAMS, INC.**
98 Main Street
Peabody, MA 01960
508-531-0767

LIHEAP, HEARTWAP, WAP

19. **PEOPLE ACTING IN COMMUNTIY ENDEAVORS, INC.**
166 Williams Street
P.O. Box D-626
New Bedford, MA 02742
508-997-5732

LIHEAP, HEARTWAP, WAP

20. **QUINCY COMMUNITY ACTION PROGRAM, INC.**
1509 Hancock Street
Quincy, MA 02169
617-479-8181

LIHEAP, HEARTWAP, WAP

21. **SPRINGFIELD ACTION COMMISSION**
721 State Street
P.O. Box 1449
Springfield, MA 01101
413-788-7396

WAP

22. **SELF HELP, INC.**

Crowley School
Fagan Drive
Avon, MA 02322
508-588-5440

LIHEAP, HEARTWAP, WAP

23. **CITY OF SOMERVILLE, OFFICE PLANNING AND COMMUNITY DEVELOPMENT**
93 Highland Avenue
Somerville, MA 02143
617-625-6600

HEARTWAP, WAP

24. **SOUTH MIDDLESEX OPPORTUNITY COUNCIL, INC.**
354B Waverly Street
Framingham, MA 01701
508-620-1230

LIHEAP, HEARTWAP, WAP

25. **SOUTH SHORE COMMUNITY ACTION COUNCIL, INC.**
265 South Meadow Road
P.O. Box 3610
Plymouth, MA 02361
508-746-6707

LIHEAP, HEARTWAP, WAP

26. **SPRINGFIELD REDEVELOPMENT AUTHORITY**
73 State Street
Springfield, MA 01103
413-787-6515

HEARTWAP

27. **TRI-CITY COMMUNITY ACTION PROGRAM, INC.**
341A Forest Street
Malden, MA 02148
617-322-6284

LIHEAP, HEARTWAP, WAP

28. **VALLEY OPPORTUNITY COUNCIL, INC.**
36 Center Street
Chicopee, MA 01013
413-592-6121

LIHEAP, HEARTWAP, WAP

29. **WORCESTER COMMUNITY ACTION COUNCIL, INC.**

340 Main Street
Worcester, MA 01608
508-754-7281

LIHEAP, HEARTWAP, WAP

ATTACHMENT B

MASSACHUSETTS
FUEL ASSISTANCE SERVICE AREA COVERAGE
BY LOCAL ADMINISTERING AGENCY

ACTION, INC.: Essex, Gloucester, Hamilton, Ipswich, Manchester, Rockport, Wenham

ACTION FOR BOSTON COMMUNITY DEVELOPMENT: Boston, Brookline, Newton

BERKSHIRE COMMUNITY ACTION COUNCIL, INC.: Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hindsdale, Lanesborough, Lee, Lenox, Monterey, Mt. Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor.

COMMUNITY ACTION, INC.: Amesbury, Boxford, Georgetown, Groveland, Haverhill, Merrimack, Newbury, Newburyport, Rowley, Salisbury, West Newbury

COMMUNITY ACTION PROGRAM INTER-CITY, INC.: Chelsea, Revere, Winthrop

CITY OF CAMBRIDGE DEPARTMENT OF HUMAN SERVICES: Cambridge, Somerville

CITIZENS FOR CITIZENS, INC.: Berkley, Dighton, Fall River, Freetown, Lakeville, Rehoboth, Seekonk, Somerset, Swansea, Taunton, Westport

COMMUNITY TEAMWORK, INC.: Arlington, Bedford, Belmont, Billerica, Burlington, Carlisle, Chelmsford, Dracut, Dunstable, Groton, Lexington, Lowell, Pepperell, Tewksbury, Tyngsborough, Waltham, Watertown, Westford, Wilmington

FRANKLIN COMMUNITY ACTION CORP.: Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Monroe, Montague, New Salem, Northfield, Orange, Rowe, Shelburne, Shutesbury, Sunderland, Warwick, Wendell, Whately.

GREATER LAWRENCE COMMUNITY ACTION COUNCIL, INC.: Andover, Lawrence, Methuen, North Andover, North Reading, Reading

HAMPSHIRE COMMUNITY ACTION COMMISSION, INC.: Amherst, Belchertown, Chesterfield, Cummington, Easthampton, Goshen, Granby, Hadley, Hatfield, Huntington, Middlefield, Northampton, Pelham, Plainfield, South Hadley, Southampton, Ware, Westhampton, Williamsburg, Worthington

LYNN ECONOMIC OPPORTUNITY, INC.: Lynn, Lynnfield, Nahant, Saugus, Swampscott, Wakefield

NEW ENGLAND FARM WORKERS' COUNCIL, INC.:

Western Service Area: Springfield

North Central Service Area: Ashburnham, Ashby, Athol, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Petersham, Phillipston, Princeton, Royalston, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon

NORTH SHORE COMMUNITY ACTION PROGRAMS, INC.: Beverly, Danvers, Marblehead, Middleton, Peabody, Salem, Topsfield

PEOPLE ACTING IN COMMUNITY ENDEAVORS, INC.: Acushnet, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, Rochester

QUINCY COMMUNITY ACTION PROGRAM, INC.: Braintree, Milton, Quincy, Weymouth

SELF-HELP, INC.: Abington, Attleboro, Avon, Bridgewater, Brockton, Canton, Dedham, East Bridgewater, Easton, Foxborough, Franklin, Hanson, Holbrook, Mansfield, Norfolk, North Attleboro, Needham, Norton, Norwood, Plainville, Randolph, Raynham, Rockland, Sharon, Stoughton, Walpole, West Bridgewater, Westwood, Whitman, Wrentham

SOUTH MIDDLESEX OPPORTUNITY COUNCIL, INC.: Acton, Ashland, Blackstone, Bellingham, Boxborough, Concord, Dover, Framingham, Grafton, Holliston Hopedale, Hopkinton, Hudson, Lincoln, Littleton, Marlborough, Maynard, Medfield, Medway, Mendon, Milford, Millis, Millville, Natick, Northborough, Northbridge, Sherborn, Shrewsbury, Southborough, Stow, Sudbury, Wayland, Wellesley, Westborough, Weston, Upton, Uxbridge

SOUTH SHORE COMMUNITY ACTION COUNCIL, INC.: Barnstable, Bourne, Brewster, Carver, Chatham, Chilmark, Cohasset, Dennis, Duxbury, Eastham, Edgartown, Falmouth, Gay Head, Gosnold, Halifax, Hanover, Harwich, Hingham, Hull, Kingston, Marshfield, Mashpee, Middleborough, Nantucket, Norwell, Oak Bluffs, Orleans, Pembroke, Plymouth, Plympton, Provincetown, Sandwich, Scituate, Tisbury, Truro, Wareham, Wellfleet, West Tisbury, Yarmouth

TRI-CITY COMMUNITY ACTION COUNCIL, INC.: Everett, Malden, Medford, Melrose, Stoneham, Winchester, Woburn

VALLEY OPPORTUNITY COUNCIL, INC.: Agawam, Blandford, Brimfield, Chester, Chicopee, East Longmeadow, Granville, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, Southwick, Tolland, Wales, Westfield, West Springfield, Wilbraham

WORCESTER COMMUNITY ACTION COUNCIL, INC.: Auburn, Boylston, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Holden, Leicester, Millbury, North Brookfield, Oakham, Oxford, Paxton, Rutland, Southbridge, Spencer, Sturbridge, Sutton, Warren, Webster, West Boylston, West Brookfield, Worcester

ATTACHMENT C

MASSACHUSETTS
FY'92 LIHEAP

INCOME ELIGIBILITY GUIDELINES

NUMBER OF HOUSEHOLD MEMBERS	125% OF POVERTY	150% OF POVERTY	175% OF POVERTY
1	$ 8,275	$ 9,930	$11,585
2	11,100	13,320	15,540
3	13,925	16,710	
4	16,750	20,100	
5	19,575	23,490	
6	22,400	26,880	
7	25,225	30,270	
8	28,050	33,660	
Over 8	Add $2,825 for each additional member	Add $3,390 for each additional member	
BENEFIT LIMIT	$550	$330	$250*

* Funding for these households is made available by the Commonwealth of Massachusetts, using independent Stripper Well monies.

Household income figures (poverty guidelines) will not be updated by EOCD during FY92 LIHEAP. Updating will occur in September, 1992.